



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending June 30, 2010

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.70	2.50	3.70	2.97
B. Operator Answer Time - Information [730.510(a)(1)]	3.60	4.60	6.00	4.73
C. Repair Office Answer Time [730.510(b)(1)]	29.00	51.00	108.00 *	62.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	57.00	137.00 *	70.33 *
E. Percent of Service Installations [730.540(a)]	98.94%	98.36%	94.29%	97.19%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	94.26% *	93.50% *	95.93%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.30	2.30	4.30	2.63
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	2.00%	6.00%	4.81%
I. Percent of Installation Trouble Reports [730.545(f)]	3.19%	11.48%	5.71%	6.79%
J. Missed Repair Appointments [730.545(h)]	7	4	53	21
K. Missed Installation Appointments [730.540(d)]	1	1	4	2

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Frontier Communications - Midland, Inc.
for quarter ending June 30, 2010**